Working Title: DIRECTORY SPECIALIST
Classification Title: IS TECHNICAL SERVICES CONSULTANT / ADMINISTRATOR
Work Location: DNR CENTRAL OFFICE, GEF2, MADISON

POSITION SUMMARY:

Under general direction of the Systems Management Section Chief, Bureau of Technology Services, the Directory Specialist serves as the agency's principal technical authority on Directory Services, Directory Objects, Group Policies, Scripting and Server Administration for all enterprise systems and devices assigned to DNR. This position will provide the highest level of technical systems operational support for the Bureau of Technology Services and other DNR Bureaus utilizing any of the previously mentioned technologies. Represent the agency on any enterprise wide task forces, study or advisory groups that are related to these technologies. Deliver results in a timely manner, with continuous improvements in quality and cost.

Additionally, this position has operational level responsibility for directing and controlling the delivery of services for communications technologies within the agency; adherence to enterprise and agency architecture standards; customer support and assistance as requested or assigned.

This position is responsible for delivering increasingly productive and high-quality support of all agency communications technologies via development of quality and productivity initiatives to achieve agency goals and strategies using staff resources internal and external to the Bureau as needed to avoid delays and bottlenecks in providing service to customers.

GEOGRAPHIC SCOPE & TRAVEL REQUIREMENTS:
This position works exclusively out of the Madison Central office, however, there may be a very occasional need for travel. Statewide scope of activity with occasional travel to regional locations in support of projects, for learning and training, and for assignments by agency management.

SCOPE OF AUTHORITY:
Provide direction, consultation, guidance, monitoring, maintenance, auditing and reporting Directory Services to agency managers, IS professional and specialist positions. Establish agency wide technical standards, policies, and parameters for the related resource environments assigned to the agency in the Enterprise environment. Independently leads systems support team and coordinates all directory services activities with the Department of Enterprise Technology and the Systems Management Section Chief.

Goals & Activities:

30%   A.   **Serve as the agency's primary expert and technical manager of directory and file services, and consultant on the usage of directory and file services, as provided by the Division of Enterprise Technology.**

        A1.   Define agency level governance on the usage of directory and file services
        A2.   Implement and maintain Active Directory and Windows Server structures supporting the governance
        A3.   Coordinate all monitoring and maintenance of directory and file services
        A4.   Consult with support staff and DNR Program areas on the usage of directory and file services
        A5.   Coordinate and participate in the testing of any new directory, file, authentication or authorization related services offered by the Division of Enterprise Technology

A6.   Provide expert recommendations to leadership regarding opportunities and efficiencies as they relate to directory and file services

30%   **B.   Provide primary problem resolution for directory and file services and related software.**
B1.   Coordinate all technical support of directory and file services.
B2.   Assist support staff and other technical staff in authentication, authorization and access related problem resolution.

30%   **C.   Provide technical expertise for server management, file system management, and all environmental scripts and their execution.**

C1.   Administer file servers, file shares and DFS for the agency.
C2.   Administer batch servers and other servers as needed for the agency
C3.   Manage, maintain, implement, schedule and execute all scripts related to automation of critical systems that keep the DNR technical environments current.
C4.   Provide expert recommendations to leadership regarding opportunities and efficiencies as they relate to systems management.
C5.   Represent and act as an advocate for the technical support unit in committees and meetings both within the DNR, the State of Wisconsin, and external groups as necessary.

10%   **D.   Personal Professional Development**

D1.   Maintain technical expertise by participating with management in annual training plan development and meeting plan objectives
D2.   Maintain a personal development program through personal reading and individual growth opportunities.
D3.   Attend vendor sponsored programs and initiatives.

KNOWLEDGE, SKILLS AND ABILITIES

1. Skill in providing exceptional customer service, especially related to understanding, respecting and addressing the business needs of internal and external customers.
2. Knowledge and skill related to MS Active Directory and related LDAP technologies.
3. Knowledge, experience and skills with script writing, power shell, and other appropriate scripting languages.
4. Knowledge of Microsoft Server operating system, from 2008 to current.
5. Knowledge of AD management, objects, permissions, groups, and all related aspects of AD.
6. Knowledge and skill related to server administration.
7. Knowledge and skill related to Group Policy administration
8. Knowledge and skill related to Windows 10, Office 365
9. Skill related to leading large-scale requirements and performance metric definition.
10. Skill related to gathering requirements for related project-based work.
11. Ability to analyze and support program related information needs, including analyzing and summarizing data.
12. Skill in providing expert project leadership and management capabilities.
13. Knowledge of process analysis, improvement and documentation skills.
14. Ability to understand business requirements and translate business needs and requirements into technical solutions.

15. Skill in collaboration, especially related to establishing and maintaining inter-project or inter-agency partnerships.
16. Skill using query tools and reporting tools.
17. Ability to present ideas for discussion and provide recommendations on Directory related projects, architecture, and design.
18. Skill in providing effective oral and written communications.

PHYSICAL REQUIREMENTS & ENVIRONMENTAL FACTORS:

Physical requirements include talking in front of and within groups, sitting for long periods of time, lifting and carrying 5 to 30 lbs. Environmental factors include working indoors in an office setting.

TELEWORK:

The duties and responsibilities of this position may occasionally be suitable for limited telecommuting from an alternative office location.